



STATE OF CONNECTICUT NEWS RELEASE

Attorney General Richard Blumenthal
Department of Consumer Protection
Commissioner Edwin R. Rodriguez

THURSDAY, APRIL 29, 2004

ATTORNEY GENERAL, DCP SUING FUR SHOP FOR MULTIPLE VIOLATIONS OF CONSUMER PROTECTION LAWS

Attorney General Richard Blumenthal announced today that his office is suing Lloyds & Robarts fur shop of West Hartford for numerous violations of state consumer protection laws, including losing stored furs, failing to perform promised repairs and failing or refusing to provide refunds.

Blumenthal is filing the action on behalf of Department of Consumer Protection (DCP) Commissioner Edwin R. Rodriguez, whose agency investigated complaints against the store.

"This company fleeced its customers," Blumenthal said. "Consumers entrusted expensive, prized pieces of apparel to Lloyds & Robarts only to see those items misplaced or mishandled. Lloyds & Robarts shirked its responsibility to repair and care for its customers' property. When consumers complained, the store compounded its breach of trust by failing or refusing to provide refunds. My office will pursue this case vigorously, seeking full restitution for customers. Connecticut will act aggressively to protect consumers from businesses that take cash and then refuse or fail to provide promised services."

"The Department of Consumer Protection conducted a thorough investigation of Lloyds & Robarts' business practices after receiving numerous consumer complaints," Rodriguez said. "This business was unable to return altered and stored clothing to its rightful owners upon repeated requests from customers and, subsequently, from our investigators. After many attempts to resolve these complaints, and as a last resort, I have asked the Attorney General to file suit on behalf of the affected customers. It is unfortunate that legal action is needed in order for this company to respond to its paying customers."

MEDIA CONTACTS

Attorney General's Office
Christopher Hoffman or Tara York 860-808-5324

Department of Consumer Protection
Claudette Carveth 860-713-6020

Lloyds & Robarts sells fur coats, as well as cleaning, storing and repairing furs. The complaint also charges that the store failed to provide stored furs at promised times and dates and returned items to be repaired with more damage.

The suit, to be filed in Hartford Superior Court, seeks full restitution for customers and a civil penalty against the store.

*****END*****

MEDIA CONTACTS

**Attorney General's Office
Christopher Hoffman or Tara York 860-808-5324**

**Department of Consumer Protection
Claudette Carveth 860-713-6020**